



City of Duluth
411 West First Street, Duluth, MN 55802
Telephone (218) 730-5003

November 7, 2011

**Request for Proposal # 11-39DS Print/Copier Management Services
COPIER & PRINTER RECONFIGURATION FOR THE
City of Duluth**

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City of Duluth
Duluth, MN

CALL FOR PROPOSALS
FOR

COPIER AND PRINTER RECONFIGURATION

Request for Proposal # 11-39DS Print/Copier Management Services

Notice is hereby given that sealed proposals will be received by the City of Duluth, Duluth, MN, until 2:00 p.m. central time, Tuesday, November 29, 2011, for the **COPIER AND PRINTER RECONFIGURATION** according to specifications on file in the Office of the Purchasing Agent, City of Duluth, City Hall-Room 100, 411 West First Avenue, Duluth, MN 55802. A Review Committee will make recommendations to the City Council for their consideration at a later meeting.

Specifications and proposal forms may be obtained from the following web link http://www.duluthmn.gov/purchasing/bid_information.cfm.

Each bidder must furnish, with each proposal, a bid bond verification certificate in the amount of 5% of the bidders total price offering made payable to the City of Duluth, to be forfeited as damages in case the proposal is accepted and the bidder fails to enter into a contract with the City for any reason and according to the provision of these bid specifications.

Request for Proposals are to be submitted in a sealed envelope addressed to Dennis Sears, Purchasing Agent, City of Duluth, City Hall-Room 100, 411 West First Avenue, Duluth, MN 55802, and clearly marked on the outside that it is a bid proposal for **RFP # 11-39DS Print/Copier Management Services, due November 29, 2011 at 2:00 p.m.** The City of Duluth reserves the right to reject any or all bids and to waive any informalities in proposals.

Dated at Duluth, MN, this 7th day of November, 2011.

City of Duluth
Duluth, MN

REQUEST FOR PROPOSAL #11-39DS Print/Copier Management Service

COPIER AND PRINTER RECONFIGURATION FOR THE City of Duluth, MN

1. OBJECTIVE

The City of Duluth ("The City") is looking to enter into a new single prime contract for copiers and replace and eliminate (right sizing) printers through a managed print service agreement. This new process would include all City buildings of The City of Duluth, MN. The City of Duluth has identified the need for new equipment, from the manufacturer, with additional administrative productivity and functionality and would like to create a more efficient copying and printing environment along with saving The City money. This process has been determined to reduce devices from the current 278 to 110 in the new plan. We also are considering an OCR (Optical Character Recognition) software along with an accounting and rules based printing software to accommodate all the administrative needs of The City sites. The intent of The City is to develop a new contract based on a cost per page printed. The City wishes to have a contract where it can pay for what is used on a simple cost per page. This cost per page is detailed in section six of the document.

2. SCOPE OF PROJECT

- 2.1** The City of Duluth ("The City") is seeking written proposals from copier and printer vendors, to supply and assist The City in reconfiguring the way it copies and prints.
- 2.2** The term of the contract will be for a fixed thirty-six (36) month contract with the option to extend the contract for up to an additional 24 months, on a month by month basis. Following successful and complete implementation and deployment during the time period of March 1 to March 31, 2012, the Assurance of Completion Form (Attachment E) will be signed to indicate that the contract can commence on the date of signature, but no earlier than April 1, 2012, and continue for thirty-six months from that point thereafter. As a way to maintain customer satisfaction, this contract will be reviewed at the end of the first quarter and be monitored every quarter thereafter. The proposal shall include a termination clause after one-hundred and eighty (180) days, from the date the contract is initiated, if service levels are not acceptable.
- 2.3** Your proposal must be specific and responsive to all the criteria set forth in this request. Product and software literature and specification information/material must be included with the RFP along with a listing of current customers using these services and machines. The offer (including all fees) shall remain in effect for one-hundred and fifty (150) days from the date of the opening.
- 2.4** All Copier and Printer vendors submitting proposals are expected to comply with all federal, State of Minnesota, and local laws and City of Duluth rules and regulations relative to the services provided. The services to be provided are expected to bring The City into full compliance with the IRS requirements, so that if audited the IRS would not find any program failures. All proposals submitted will be presumed to be in compliance with all applicable State, Local and Federal laws.

2.5 Each bidder must furnish with each proposal a bid bond verification certificate in the amount of 5% of the bidders total pricing offering made payable to the City of Duluth ("The City") to be forfeited as damages in case the proposal is accepted and the bidder fails to enter into a contract with the Owner for any reason and according to the provision of these bid specifications.

2.6 Each and every aspect of the proposals must align with the goals stated below.

- 1. Maximize the existing site printers if it makes sound financial sense to do so and not lose functionality moving forward. Also, provide new (new from manufacturer) MFD's as needed to maximize efficiencies.**
- 2. Reduce the number of old and obsolete printers City wide to reduce energy costs and maintenance time and expense.**
- 3. Reduce and control the total number of copies needed for City operation.**
- 4. Reduce the per copy expense to less than \$.025 per page inclusive of hardware, software, and print labor through a systematic managed print program.**
- 5. Provide a high level of reliability and service to the employees and staff.**
- 6. Maximize the profit from existing equipment that will be disposed of.**
- 7. Create City wide and Site specific usage benchmarks to monitor and adjust from.**
- 8. Develop a best practices approach to be shared from site to site to foster improvement at all City sites.**
- 9. Follow current procedures of "Technology and Software Purchase Request Form" regarding the addition of a copier or printer into City buildings.**
- 10. Align the proposal with The City's Aims and Goals.**
- 11. Provide functionality as described in this document for a 3 year cost per image agreement including equipment, toner, parts labor, warranty, etc.**
- 12. Provide a cost-effective solution with a reduction in operational costs.**
- 13. Provide print tracking capabilities for billing and automation with automated toner orders and service calls.**
- 14. Create an environment which routes as much print work as possible to the low cost production devices.**
- 15. Provide one source of contact with no subcontractors.**

- 2.7 The successful vendor will be requested to work with The City to purchase or credit the fair market value of the parts that can be reused on the fleet of printers and MFD's that will remain in The City, to the extent possible.
- 2.8 Upon termination of the contract, either at the end of the contract term, or upon termination of the contract by the City of Duluth, the vendor will be required, at NO CHARGE to The City, to remove any/all their equipment as per the times agreed upon with The City.
- 2.9 Successful vendor will be timely and accurate in the billing process. All bills shall be received at the latest by the 15th of the month following the month of service and will be paid in accordance with Minnesota State Statute. Continued errors in billing will be grounds for termination of the contract. Basis for termination, referenced in this clause, is solely at the discretion of the City of Duluth.
- 2.10 The successful vender will work with The City to remove selected pieces of existing equipment that have been determined to be removed. Upon, removal of any equipment from The City, containing a HDD, the successful vender will provide a DoD (Department of Defense) HDD scrub and provide certified verification of such.
- 2.11 The term of any and all copiers, printers, or MFD's that are to be added throughout the three years, (thirty-six months), of this contract, shall be coterminous with the rest of the machines. No additional machines will be allowed to extend past the initial three (3) year contract period. All machines that fail during the life of the contract will need to be replaced by the successful vendor, at no cost to The City; with the exception of any/all equipment that will not be covered under this contract (see spreadsheet, Attachment H).
- 2.12 Over the course of the contract term, all equipment removal and/or relocation expenses are the responsibility of the vendor.
- 2.13 Specified existing equipment leases, as determined by The City, need to be 'bought-out' including all related expenses (e.g. shipping, HDD and data destruction), by the successful vendor. ***The estimated lease buyouts are \$7,500.00. This estimated amount is to be used for comparative purposes only; related to this RFP.***
- 2.14 The City of Duluth has the option to retain any/all hardware and software at end of term.
- 2.15 Any questions you may have concerning the attached specifications should be addressed to:

Dennis Sears
Purchasing Agent
City of Duluth, MN
411 West First Street
Duluth, MN 55802
(218) 730-5003
dsears@duluthmn.gov

Karla Culhane
Manager – MIS
City of Duluth, MN
411 West First Street
Duluth, MN 55802
218.730.5119
kculhane@duluthmn.gov

Elysia Fourniea
MIS Manager-Infrastructure
City of Duluth, MN
411 West First Street
Duluth, MN 55802
218.730.5139
efourniea@duluthmn.gov

3. PROPOSALS

- 3.1 Request for Proposals are to be submitted in a sealed envelope addressed to Dennis Sears, Purchasing Agent, City of Duluth, City Hall-Room 100, 411 West First Avenue, Duluth, MN 55802, and clearly marked on the outside that it is a bid proposal for RFP # 11-39DS Print/Copier Management Services, due November 29, 2011 at 2:00 p.m. The City of Duluth reserves the right to reject any or all bids and to waive any informalities in proposals. **No faxed or emailed transmissions will be accepted or allowed. Please submit one (1) original and five (5) copies of the proposal for consideration. Also, please submit a soft copy (CD or flash drive media) of the file with the hard copies.**
- 3.2 The City is not responsible for any expenses which proposers may incur in preparing and submitting proposals called for in this RFP.
- 3.3 The City reserves its right to conduct personal interviews and require presentations of any or all proposers prior to selection. The City will not be liable for any costs incurred by the proposer in connection with such interviews/presentations (i.e., travel, accommodations, etc.).
- 3.4 The City reserves the right to request that the proposer modify his/her proposal to more fully meet the needs of the City.
- 3.5 The proposer shall furnish such additional information as The City may reasonably require. This includes information which indicates financial resources as well as ability to provide the services. The City reserves the right to make investigations of the qualifications of the proposer as it deems appropriate, including but not limited to, a background investigation.
- 3.6 The City reserves the right to negotiate modifications to proposals that it deems acceptable, reject any and all proposals, and to waive minor irregularities in the procedures.
- 3.7 All proposals submitted shall be binding for one-hundred and fifty (150) calendar days following opening.
- 3.8 If it becomes necessary to revise or amend any part of this RFP, the City of Duluth will furnish the revision by written Addendum to all prospective proposers who received an original RFP. The Addendum Receipt Verification form included with this RFP in Attachment "A" must be completed and submitted with your Proposal. The Purchasing Agent will issue all responses to questions, if any, through an addendum(s).
- 3.9 All proposals received from proposers in response to this RFP will become the property of The City and will not be returned to the proposers. In the event of contract award, all documentation produced as part of the contract will become the exclusive property of The City.
- 3.10 By submitting a proposal, the proposer certifies that he or she has fully read and understands the proposal and has full knowledge of the scope, nature and quality of work to be performed. The Proposer's Proposal form is included with this RFP in Attachment "A," the Reference Sheet in Attachment "B," the Assurance of Compliance form in Attachment "C," the Scoring Criteria Questions in Attachment "D," and the Affidavit Form in Attachment "F."

4. PROPOSAL SUBMISSION

In order to insure a uniform review process and to obtain the maximum degree of comparability, it is required that proposals be organized in the manner specified.

- 4.1 Title Page:** Show the name of proposer's agency/firm, address, telephone number, name of contact person, date, and the subject: **REQUEST FOR PROPOSALS –# 11-19DS Print/Copier Management Services**
- 4.2 Table of Contents:** Include a clear identification of the material by section and by page number.
- 4.3 Letter of Transmittal:** Limit to one (1) or two (2) pages.
- Briefly state the proposer's understanding of the work to be done and make a positive commitment to perform the work.
 - Give the names of the persons who will be authorized to make representations for the proposer, their titles, addresses and telephone numbers. It is imperative that The City has a primary contact(s) for the copier and printer vendor chosen from this RFP. This person will be required to know The City's plan thoroughly, and will be required to have the ability to act on the plan. This person will be responsible for being the contact during the implementation and will coordinate all the training as required.
- 4.4 General Information:**
- Name of business.
 - Mailing Address/Phone Number.
 - Names of persons to be contacted for information if different from name of person in charge.
 - State if business is local, national, or international and indicate the business legal status (corporation, partnership, etc.).
 - Give the date the business was organized and/or incorporated, and where.
 - Name the office that will complete the work and the number of professional staff at that office.
 - Indicate whether the business is a parent or subsidiary in a group of firms/agencies.
 - State if the business is licensed, permitted and/or certificated to do business in the State of Minnesota. The City reserves the right to request copies of all such licenses issued to the business entity.
 - Please list the location of the main corporate office as well as all the local office(s) including the primary local office; within a hour (4) hour response time of The City.
- 4.5** Proposal submission forms including the identification of the firm and the signature of the person submitting the proposal. This would be Attachments A, B, C, D, and F.
- 4.6** Additional written correspondence as necessary to describe, but not modify, the forms.
- 4.7** Please fill out the enclosed required reference form at the end of this document. (Attachment "B"). The City of Duluth may contact reference listed on this form.
- 4.8** Each vendor will be required to submit literature and all technical specifications on all the equipment and software being proposed.
- 4.9** All equipment proposed must meet or exceed the technical specification later in this document. All exceptions to these specifications must be listed on a separate sheet and may disqualify the vendor from the process.

5. PROPOSAL EVALUATION

- 5.1** A Review Committee (hereinafter referred to as the “Committee”) will be established to review and evaluate all proposals submitted in response to this RFP. The City reserves its right to conduct personal interviews and require presentations of any or all proposers prior to selection. The City will not be liable for any costs incurred by the proposer in connection with such interviews/presentations (i.e., travel, accommodations, etc.).
- 5.2** The purpose of this RFP is to explore the options available to The City for developing a solid and competitively priced, City wide, managed print service program. The City is requesting a proposal from a copier and printer institution that has the services and products that are required by a City or County Government of the size of the City of Duluth, MN.
- 5.3** The Committee will first review each proposal for compliance with the minimum qualifications and mandatory requirements of the RFP. Failure to comply with any mandatory requirements may disqualify a proposal.
- 5.4** The Committee will then review all responsive proposals, taking into consideration the evaluation criteria set forth below, including but not limited to:
- Responsiveness of the proposal related to the scope of work (RFP);
 - Ability, capacity, and skill of the proposer to perform the services on a timely basis;
 - Responses of the client references;
 - Experience and qualifications of the business and individual members of the business in accomplishing similar services;
 - Total price and price versus services provided;
 - The sufficiency of financial resources and ability of business to perform the contract;
 - Training program plan, capacity, and accommodation for various user groups;
 - The quality, availability, and adaptability of the services to the particular need requested (Not initial submittal required, but may be required during selection process, presentations, etc.).
- 5.5** A 100 point rubric has been developed to analyze each and every vendor. Of the 100 points, 50 of these points will be based on price. Of the remaining points, 30 points will consist of a set of questions that will be scored on a scale from 1 to 5 (See Attachment “D”). Each question will be scored on the response to the questions. The remaining 20 points will be based on the managed print service plan and how the plan will be managed from the vendor level and the overall ease of use for the staff.
- 5.6** The Committee may select firms for oral presentations and discussion of proposals. After the entire process described in section 5.4, the Committee will rank the firms and submit the proposed ranking to the Director of Finance.
- 5.7** The Committee reserves the right to conduct pre-award discussion and/or pre-contract negotiations with any or all responsive and responsible proposers who submit proposals determined to be reasonably acceptable of being selected for award. Proposers shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals and such revisions may be permitted after submission of proposals and prior to award of a contract.
- 5.8** The City's commitment upon the award of this proposal will be with the successful bidder only. No sub-contractors will be allowed without the expressed consent of the City of Duluth. This contract will not be assignable without the express written consent of The City.
- 5.9** The City reserves the right to reject any and/or all proposals and to waive minor irregularities. The City further reserves the right to seek new proposals when such a procedure is reasonably in the best interest of The City to do so.

6. BASIS USED IN TOTAL PRICE DETERMINATION

- 6.1 There will be three areas used to evaluate the vendors for the copier and printer reconfiguration project.

Cost per page price - 50%

Written and Oral Question - 30%

How The City's MPS will be managed - 20%

- 6.2 The cost per page price shall be defined as a complete three year fixed cost per page including; the complete new operating lease (service, toner, support, equipment, finance cost, and supplies) for the new equipment, toner, parts and labor for the existing printers that are to remain under the current managed print service layout, the rules based, copy, and accounting software (service and support), and all the service, support, and complete training per section seven below.

The cost per page shall not include any minimums or maximums per month and shall be based on the actual copies or prints completed by the equipment on hand. Please see goal number four (4) as it relates to this area.

The City of Duluth shall have the right to end the cost per page lease, continue the lease for up to twenty-four (24) months, or completely redo the contract at the end of the three year obligation.

For comparison purposes only, please base your response on 193,900 black / 46,250 color impressions per month. The City of Duluth will not guarantee this amount of impressions per month, but will use this number for comparison purposes.

Please state on the pricing page (Attachment A") if you are willing to offer a deduct cost per impression for any amount over the twelve month average of 193,900 black / 46,250 color impressions per month.

Any price that appears to be out of line will be questioned for its accuracy. Any price that is considered to be invalid will be handled on a case by case basis.

- 6.3 A committee will be evaluating the written responses and the will decide what vendor(s) will be invited back to give oral presentations to the 17 questions listed in Attachment "D". The combined score will be weighted at a factor of 30 percent and that will be the score that is given in this area. The final score will be deemed public knowledge, but all individual scores will be kept confidential in the evaluation process.
- 6.4 A committee will be appointed to evaluate the managed print service portion of this process. This portion will be the remaining 20 points of the evaluation. This will be scored as follows; twenty (20) points for a plan that is well thought out, planned and will meet the needs and goals of the City, ten (10) points for an average plan that might not meet all the goals of the City, and zero (0) points for a plan that doesn't meet any goals or objectives of the City. A vendor that scores a zero on the managed print service portion of this evaluation will be eliminated from the process. This section also should show how you can meet all the goals in section 2.6

7. TECHNICAL SPECIFICATION

7.1 OCR Software (as an option)

The City of Duluth is looking for an enterprise software solution that can create documents in multiple formats, including scan to text, PDF to Microsoft formats and Microsoft formats to PDF. Other formats, such as ODF should be included. This software solution will be needed to help facilitate the submission of documents to our centralized printing facility as well as create other efficiencies.

- Enterprise server based solution
- OCR documents to Microsoft Word, Excel, PDF formats.
- OCR from legacy documents to PDF or like
- PDF files need to be text searchable

7.2 Multi-function Devices (NEW)

The City of Duluth is looking for all new MFD's that meet the following requirements:

- Capacity – use capacity levels of current fleet of copiers.
- Require internal or console finisher/stapler - Collate, 50 sheet staple, duplex
- Multiple trays – 1,100 minimum
- Auto duplex/feed
- Account management interfaced with LDAP (Active Directory) (Single Sign On)
- Network printing directly from a Windows environment
- Interruption capabilities
- All NEW MFD's should be able to scan in color whether the machine is a monochrome or color device
- Job Queuing
- Bypass tray
- Input number of sheets appropriate to size of machine
- Centralized and distributed management of user account tracking-Integration with managed print solution
- Secure print (copy release) copy/printing solution from the printer or MFD that the users sent the print job too
- All equipment is to be **NEW** and/or unaltered from manufacturer.
- Average speed to be between 25 and 65 page per minute
- All devices must be network ready
- Ability to use proximity cards for authentication (for future use)
- All new machines must be able to do Postscript printing
- Minimum 600 x 600 dpi on all new equipment

7.3 Printers

- Most printers in the current inventory are HP printers. Going forward The City desires to standardize printers, to the extent practicable, for the purpose of reduction in the cost of supply inventories and ease of moving equipment from one location to another.
- All color printers require HDD standard
- Duplex standard

7.4 Print and Copy Reporting and Accounting (as an option)

The City of Duluth is looking for a software solution that can control printing and copying from an administrative standpoint.

- Vendor neutral – no hardware or operating system lock-in
- Rules based printing to all devices
- Centralized reporting for all devices for both printing and copying
- LDAP (Active Directory) authentication integration
- Ability to use proximity cards for authentication (for future use)
- Solution must be able to allow for card based release of secure jobs to HP printers and Multifunctional Devices in designated areas.
- Solution should include the ability to secure and release jobs from all City software, including student learning software.

7.5 Service/Supplies and Support

The most important part of the process is the service and support for the managed print service. Requirements are listed:

- Dedicated Service Technician/s
 - If a dedicated service technician is unavailable, describe coverage and response time.
 - Include the number of local service technicians and total number of local employees.
 - Please list the number of factory trained technicians and HP trained technicians.
- Uptime 98% or higher – please provide reference examples that support this uptime in institutions similar to the City of Duluth.
- Short response time (4 hours or less) and how response time is calculated.
- 'Green/Recycle' programs and procedures; please explain any your company has in place.
- Automated service and toner supply ordering.
- Explanation of HDD and Data destruction policy.
- The City desires to standardize parts and supplies for all devices, to the extent practicable, within the overall goals of meeting print needs at a lower cost. All parts and supplies should be new from the manufacturer, unless approved by the Director MIS Department.
- On-hand loaners to increase uptime and create immediate redundancy if the needs arise.
- Service escalation policy – please include your company's policy.
- The City of Duluth will require an SLA (Service Level Agreement) to be developed with the vendor chosen. This will be negotiated upon the award of the RFP. Please include a Sample SLA, if you have one. Also note any non-negotiable items in an SLA.

Some items that will be included in the SLA are:

- Response time requirements and penalties
- Any device with a high number of service calls ("Lemon" clause)
- Parts availability locally
- Uptime Minimum of 98%

- 7.6** This contract shall include a complete training program for end users and administrative users. It is very important that the successful vendor include training for the entire staff so that every staff member of the City of Duluth will be equipped with the knowledge to use the new technology.

Each vendor must submit a high level implementation plan for consideration and approval. This plan must include timeframes of deployments as well as a complete training plan by software type for the entire City. The technology deployment plan will need to be coordinated and approved by The City MIS Department. The training plan will need to be approved by the print manager for the City. These plans may also be used in the evaluation and selection process.

8. QUESTIONS OR CLARIFICATIONS

- 8.1** The City will respond to any questions or requests for clarification that are received in writing by the date specified in this RFP.
- 8.2** Any interpretation made to prospective proposers will be expressed in the form of an addendum to the specifications which, if issued, will be conveyed in writing to all prospective proposers no later than three (3) days prior to the date set for receipt of proposals.
- 8.3** It will be the responsibility of the proposer to contact the Purchasing Agent prior to submitting a proposal to ascertain if any addenda have been issued, to obtain all such addenda, and to return executed addenda with the proposal.

- 8.4** Direct inquiries to:

Dennis Sears
Purchasing Agent
City of Duluth, MN
411 West First Street
Duluth, MN 55802
(218) 730-5003
dsears@duluthmn.gov

Karla Culhane
Manager – MIS
City of Duluth, MN
411 West First Street
Duluth, MN 55802
218.730.5119
kculhane@duluthmn.gov

Elysia Fourniea
MIS Manager-Infrastructure
City of Duluth, MN
411 West First Street
Duluth, MN 55802
218.730.5139
efourniea@duluthmn.gov

It is the copier and printer vendor's responsibility to bring all discrepancies, ambiguities, omissions or matters that need clarification to the attention of Dennis Sears, Purchasing Agent.

9. PROPOSAL CONDITIONS

- 9.1** Proposals received by The City after the time specified for receipt will not be considered. Proposers shall assume full responsibility for timely delivery of the proposals to the location designated for receipt of proposals.
- 9.2** All information required by the RFP must be supplied to constitute a legitimate proposal.
- 9.3** The Committee formed for RFP # 11-39DS will present to the City Council for acceptance and final award, one of the proposals, or will reject any/all proposals, within one-hundred and fifty (150) calendar days from the date of opening of proposals.

10. EXECUTION OF AGREEMENT

- 10.1** The successful proposer shall, within fifteen (15) calendar days after the Notice of Award is issued by The City, enter into a contract with The City for the performance of work awarded them and shall simultaneously provide any required bonds, indemnities and insurance certificates. Failure to comply with the established deadline for submittal of required documents may be grounds for cancellation of the award.

All contracts signed by The City will include verbiage to state that all the terms and conditions listed in the RFP supersede any and all contract language from the vendor and will be in force for the duration of the length of the contract. Failure to comply with this language will void the submitted proposal.

11. FISCAL YEAR FUNDING APPROPRIATION

- 11.1** Unless otherwise provided by law, a contract for supplies or services may be entered into for any period of time deemed to be in the best interest of The City, provided the term of the contract and conditions of renewal or extension, if any, are included in the solicitation and funds are available for the first fiscal period at the time of contract. Payment and performance obligations for succeeding fiscal periods shall be subject to appropriation by The City of funds thereafter.
- 11.2** When funds are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal period, the contract shall be cancelled. The vendor shall be entitled to reimbursement for the reasonable value of any non-recurring cost incurred but not advertised in the price of the services delivered under the contract or otherwise recoverable.

12. INSURANCE/PERFORMANCE BONDS

- 12.1** Insurance coverage required by the Contract Specifications must be in force throughout the Contract term. Should a Vendor fail to provide acceptable evidence of current insurance within seven (7) days prior to the expiration date of an insurance policy at any time during the Contract term, The City shall have the absolute right to terminate the Contract without any further obligation to the contractor.

ATTACHMENT A
REQUEST FOR PROPOSAL #11-39DS Print/Copier Management Service

**COPIER AND PRINTER RECONFIGURATION FOR THE
City of Duluth, MN**

COST PER PAGE PROPOSAL

- Cost per page (all-inclusive) proposal as described in section 6.1 _____

**Please limit your response to no more than 4 decimal points.
For comparative purposes; make sure your proposal is based on 193,900 black and 46,250 color
impressions per month.**

Do you offer a reduced CPP rate for impressions over the monthly average of 193,900 black and 46,250 color
impressions? _____ YES _____ NO

If so, please explain

What is the cost to add an extra MFD_____ Printer_____ at any point over the life of the program?

Does your company comply with all the goals as outlined in section 2.6 of this document? If not please
explain _____

Failure to comply with all the goals might mean disqualification from the process.

ADDENDUM RECEIPT VERIFICATION

The undersigned acknowledges receipt of the following addenda to the Documents (Give
number and date of each):

Addendum No. Dated
Addendum No. Dated
Addendum No. Dated

**FAILURE TO SUBMIT ACKNOWLEDGMENT OF ANY ADDENDUM THAT
AFFECTS THE PROPOSAL PRICES IS CONSIDERED A MAJOR IRREGULARITY
AND WILL BE CAUSE FOR REJECTION OF THE PROPOSAL.**

Company_____ Phone Number_____

Signature_____ Fax Number _____

Title _____ Email_____

ATTACHMENT B
REQUEST FOR PROPOSAL #11-39DS Print/Copier Management Service

**COPIER AND PRINTER RECONFIGURATION FOR THE
City of Duluth, MN**

REFERENCES:

Proposer shall submit as a part of the proposal package, six (6) references, with at least two (2) being City/County Government agencies and/or organizations of comparable size to the City of Duluth; with name of the business, address, contact person, and telephone number, that has utilized the services being proposed to the District:

Name:
Address:
Contact:
Telephone No.: ()
Email:

Name:
Address:
Contact:
Telephone No.: ()
Email:

Name:
Address:
Contact:
Telephone No.: ()
Email

Name:
Address:
Contact:
Telephone No.: ()
Email

Name:
Address:
Contact:
Telephone No.: ()
Email

Name:
Address:
Contact:
Telephone No.: ()
Email

Feel free to attach a reference list in lieu of filling out "Attachment B."

ATTACHMENT C
REQUEST FOR PROPOSAL #11-39DS Print/Copier Management Service

**COPIER AND PRINTER RECONFIGURATION FOR THE
City of Duluth, MN**

ASSURANCE OF COMPLIANCE

The City of Duluth
Duluth, MN

To Whom It May Concern:

The undersigned, being familiar with the provisions and conditions of these specifications for **COPIER AND PRINTER RECONFIGURATION RFP # 11-39DS**, hereby propose to furnish and deliver as specified and directed to The City of Duluth.

The vendor has carefully checked all items as to description listed on the specification form, has properly identified or described proposed substitutions of the proposal, including all special provisions, and any deviation or exceptions have been clearly cited herein. It is understood that these deviations and exceptions will be considered a conclusive and an official part of this proposal.

The agreement will include options for extending the contract for additional periods if all terms and conditions remains the same, and the quality of service continues to be acceptable to The City and to meet all specifications. If terms and conditions are not met there will be a ninety (90) day Notification of Cancellation.

In submitting this proposal, it is understood that the right is reserved by The City to reject any or all proposals, and it is agreed that this proposal may not be withdrawn during a period of one-hundred and fifty (150) days from the time of the opening of the proposal.

FIRM NAME _____

FIRM ADDRESS _____

TELEPHONE NUMBER _____

SIGNATURE _____

TITLE _____

DATE _____

EMAIL ADDRESS _____

ATTACHMENT D
REQUEST FOR PROPOSAL #11-39DS Print/Copier Management Service

**COPIER AND PRINTER RECONFIGURATION FOR THE
City of Duluth, MN**

QUESTIONS AND SCORING CRITERIA

Please score the following vendors on a scale of 1 to 5 . Please score each vendor very thoroughly based on the presentation and data provided. The goal of this is to separate the very best vendors from the average vendors

1. Does not meet
2. Partially Meets
3. Meets Minimum Requirements
4. Partially Exceeds and
5. Exceeds Minimum Requirements

1. Describe the process from start to finish to convert a document from Adobe PDF to Microsoft Word 2010 _____
2. Describe your onsite installation process, training process for end users, administrative users, and staff _____
3. Describe briefly, how our fax server will integrate with the your proposed equipment_____
4. Describe how a A/P staff member will send and receive faxes_____
5. Describe how your proposed coin operated equipment with integrate with The City's current Public Access Management software, which id Comprise's SAM (Smart Access Manager) product for the Duluth Public Library _____
6. Describe additional functionalities (function) that are currently not in place within our existing fleet_____
7. Describe the process to place a service call and how long will it take for an on-site response_____
8. Describe your proposed plan to ultimately reduce costs for the City_____
9. Describe and review your new implemented plan if you are the successful vendor_____
10. Briefly describe your accounting and reporting software functionality both from a site level and from an administrative level._____
11. Describe how a site administrator can generate a cost accounting report for his or her review_____

12. Please describe your company's overall device uptime and what we can expect and count on_____
13. How do you respond to a machine with multiple issues and service calls_____
14. How do you plan on training the staff on all the new functionalities and software solutions_____
15. Why should you be selected as the vendor of choice_____
16. How does your company propose to manage the "printer" portion of this contract/program_____
17. Describe in detail your toner and supply ordering procedures_____

ATTACHMENT E
REQUEST FOR PROPOSAL #11-39DS Print/Copier Management Service
COPIER AND PRINTER RECONFIGURATION FOR THE
City of Duluth, MN

ASSURANCE OF COMPLETION

This document is to serve as complete acceptance of the Copier and Printer Reconfiguration project by The City of Duluth, and is not to be signed by either party until said parties agree that the project is complete and acceptable.

Upon verification and validation by said parties that the project is completed; the contract will be signed and the one hundred and eighty (180) day monitoring period of the termination clause will begin.

DISTRICT ACCEPTANCE:

SIGNATURE	_____
NAME	_____
TITLE	_____
DATE	_____

PROPOSER:

SIGNATURE	_____
NAME	_____
COMPANY	_____
TITLE	_____
DATE	_____

ATTACHMENT F
REQUEST FOR PROPOSAL #11-39DS Print/Copier Management Service
COPIER AND PRINTER RECONFIGURATION FOR THE
City of Duluth, MN

AFFIDAVIT AND INFORMATION REQUIRED OF BIDDERS

Affidavit of Non-Collusion:

I hereby swear (or affirm) under penalty of perjury:

- 1) That I am the bidder (if the bidder is an individual), a partner in the bidder (if the bidder is a partnership), or an officer or employee of the bidding corporation having authority to sign on its behalf (if the bidder is a corporation);
- 2) That the attached bid or bids have been arrived at by the bidder independently and have been submitted without collusion with and without agreement, understanding, or planned common course of action with any other vendor or materials, supplied, equipment or services described in the invitation to bid, designed to limit independent bidding or competition;
- 3) That the contents of the bid or bids have not been communicated by the bidder or its employees or agents to any person not an employee or agent of the bidder or its surety on any bond furnished with the bid or bids and will not be communicated to any such person prior to the official opening of the bid or bids; and
- 4) That I have fully informed myself regarding the accuracy of the statements made in this affidavit.

Signed:_____

Firm Name:_____

Subscribed and sworn to me before this____ day of _____, _____

NOTARY PUBLIC_____

My commission expires: _____

Bidder ☐ s E.I. Number _____

(Number used on employer ☐ s quarterly Federal Tax return)

ATTACHMENT G
REQUEST FOR PROPOSAL #11-39DS Print/Copier Management Service

**COPIER AND PRINTER RECONFIGURATION FOR THE
City of Duluth, MN**

NEW EQUIPMENT DETAILED REQUIREMENTS

Description	Accessories	QTY
--------------------	--------------------	------------

11x17 Color Printer	2 Trays, Duplex	2
25 PPM Color Copier	4 Trays, Finisher	3
35 PPM B/W Copier	Finisher, 4 Trays	1
35 PPM Color Copier	4 Trays, Finisher	3
35 PPM Color Copier	2 Trays, Stand	1
35 PPM Color Copier	4 Trays	1
45 PPM B/W Copier	Finisher, 4 Trays	1
45 PPM Color Copier	Finisher , 4 Trays	1
45 PPM Color Copier	4 Trays, Finisher, Side Tray. USB Port	1
45 PPM Color Copier	4 Trays	1
50 PPM Color Copier	4 Trays, Finisher	1
50 PPM Color Copier	Finisher, 4 Trays, Coin Op	1
55 PPM B/W Copier	Finisher, 4 Trays, Punch Unit	1
55 PPM Color Copier	Finisher, 4 Trays, Side LCT	2
55 PPM Color Copier	2 Trays, Envelopes, Finisher, 3 Hole Punch	1
65 PPM Color Copier	4 Trays, Finisher	2
City Printer	B/W or Color ????	
County Copier	B/W or Color ????	
HP DesignJet T790	42"wide Load Post Script Drive	1
HP LaserJet 2055dn		13
HP LaserJet 3035xs		10
HP LaserJet CP4025dn		2
HP LaserJet P3015dn		6
HP LaserJet P3015x		1
HP LaserJet P4015dn	Envelope Feeder	4
HP LaserJet P4015dn		4
HP LaserJet P4015x	Envelope Feeder, Extra Tray	1

65

****MFD Finisher/Stapler must be internal or console units where required.**

ATTACHMENT H
REQUEST FOR PROPOSAL #11-39DS Print/Copier Management Service

**COPIER AND PRINTER RECONFIGURATION FOR THE
City of Duluth, MN**

ALL EQUIPMENT DETAILED REQUIREMENTS – NEW and REUTILIZED

Current Location/ Department	Replacement Device	Accessories	Monthly Black Volume	Monthly Color Volume
City Hall - 2nd Floor- Room 211-Engineering-Cindy	11x17 Color Printer	2 Trays, Duplex	200	50
City Hall - 2nd Floor- Room 204-GIS	11x17 Color Printer	2 Trays	64	50
Michigan Street Building Maint. Shop Upper Floor	25 PPM Color Copier	4 Trays, Finisher	2,011	2,600
Michigan Street Traffic Operations 1st Floor	25 PPM Color Copier	4 Trays, Finisher	1,060	75
Fleet Services - Garage - Upstairs	25 PPM Color Copier	4 Trays, Finisher	742	719
Main Library-Ground Level- Business Office	35 PPM B/W Copier	Finisher, 4 Trays	1,443	
City Center West Library - Library - Common Area	35 PPM Color Copier	4 Trays, Finisher	1,120	525
Parks	35 PPM Color Copier	Finisher, 4 Trays	4,089	395
City Hall - 2nd Floor- Room 210A-IT	35 PPM Color Copier	2 Trays	1,552	840
City Hall - 2nd Floor- Room 211-Engineering	35 PPM Color Copier	4 Trays	2,238	1,328
Main Library-1st Floor- Computer Lab Prints	35 PPM Color Copier	4 Trays, Finisher	799	2,190
City Hall-1st Floor- Purchasing - Room 100	45 PPM B/W Copier	Finisher, 4 Trays	4,091	
City Hall-1st Floor- Room 107-Auditor	45 PPM Color Copier	Finisher , 4 Trays	5,342	
City Hall - 4th Floor- Room 410 - City Attorney's	45 PPM Color Copier	4 Trays, Finisher, Side Tray. USB Port	8,134	2,645
Fire Hall- 2nd Floor Offices	45 PPM Color Copier	4 Trays	3,648	555
Public Works & Utilities - Garfield Ave Copy Center	50 PPM Color Copier	4 Trays, Finisher	6,228	4,247
Main Library-2nd Floor- Reference	50 PPM Color Copier	Finisher, 4 Trays, Coin Op	3,575	45
Public Works & Utilities - Garfield Ave Work Area	55 PPM B/W Copier	Finisher, 4 Trays, Punch Unit	7,097	
NEW POLICE BUILDING- Room 103 - Traffic Office	55 PPM Color Copier	Finisher, 4 Trays, LCT	9,148	2,588
NEW POLICE BUILDING- Room 102 - OCB	55 PPM Color Copier	Finisher, 4 Trays, LCT	9,744	4,672

City Hall - 4th Floor- Room 402 - Mayor's Office	55 PPM Color Copier	2 Trays, Envelopes, Finisher, 3 Hole Punch	6,777	2,588
City Hall-1st Floor- Room 107	65 PPM Color Copier	4 Trays, Finisher	19,840	5,825
City Hall - 2nd Floor- rays	65 PPM Color Copier	4 Trays, Finisher	8,623	8,770
Fire Hall- 2nd Floor Offices	Canon IR 5020I - Stays			
NEW POLICE BUILDING- Room 10 - Jill	City Printer	B/W or Color ????	150	
NEW POLICE BUILDING- Police Department and Records	County Copier	B/W or Color ????	2,002	
Main Library-2nd Floor- Staff Reference	HP Color LaserJet 4025 - Stays		23	340
City Hall-1st Floor- Room 107a - Budget Office	HP Color LaserJet 4650n - Stays		385	877
Tool House Office	HP Color LaserJet CM3530 - Stays		261	73
City Hall - Ground Floor- Head Janitor's Office	HP Color LJ 2600- Stays		44	79
Main Library-Ground Level- Community Services	HP DesignJet 130NR - Stays Not Covered		-	
City Hall - 2nd Floor- Room 204-GIS	HP DesignJet T790	42"wide Load Post Script Drive	-	
Michigan Street Radio Shop Office Lower Level	HP LaserJet 2055dn		57	
Public Works & Utilities - Garfield Ave Reception	HP LaserJet 2055dn		350	
Public Works & Utilities - Garfield Ave Reception	HP LaserJet 2055dn		350	
Public Works & Utilities - Garfield Ave Call Center	HP LaserJet 2055dn	Located in Safety Office	295	
Public Works & Utilities - Garfield Ave Room 112 - Meter Shop	HP LaserJet 2055dn		1,420	
Public Works & Utilities - Garfield Ave Paint Shop	HP LaserJet 2055dn		141	
Public Works & Utilities - Garfield Ave Break- room	HP LaserJet 2055dn		50	
City Center West - Fire Station	HP LaserJet 2055dn		500	
City Hall - Basement- Janitors	HP LaserJet 2055dn		500	
City Hall - 4th Floor- Brain Hanson	HP LaserJet 2055dn		508	
City Hall - 2nd Floor- Room 209-Buildings & Grounds	HP LaserJet 2055dn		50	
Main Library-1st Floor- Youth Services	HP LaserJet 2055dn		264	
Fire Hall- Booth	HP LaserJet 2055dn		472	
City Hall - 2nd Floor- Room 210A-IT	HP LaserJet 2300 - Stays	Micro Machine	677	
Public Works & Utilities - Garfield Ave Radio Dispatch	HP LaserJet 3035xs		3,746	
Public Works & Utilities - Garfield Ave Gas Control	HP LaserJet 3035xs		412	
Public Works & Utilities - Garfield Ave Call Center-Arlene Morrison	HP LaserJet 3035xs		3,442	
Public Works & Utilities - Garfield Ave Room 114	HP LaserJet 3035xs		200	
42nd Tool House	HP LaserJet 3035xs		428	
Lund Tool House	HP LaserJet 3035xs		383	
City Hall-1st Floor- Room 105 - Treasure's	HP LaserJet 3035xs		4,240	

City Hall - 3rd Floor- Room 332 - Workforce Dev.	HP LaserJet 3035xs	CHECK ON WHAT THEY NEEDED HERE	2,875	
City Hall - 2nd Floor- Room 211-Engineering- Jim	HP LaserJet 3035xs		110	
Main Library-2nd Floor- Staff Reference	HP LaserJet 3035xs		648	
City Hall-1st Floor- Room 107-Auditor Reception	HP LaserJet 4100 - Stays		639	
City Hall - 3rd Floor- Room 309 - Kim	HP LaserJet 4100 - Stays	Add duplex	356	
Fire Hall #1 - Life Safety- Groundfloor-Office	HP LaserJet 4100 - Stays	Add duplex	621	
Police Station - City Center West	HP LaserJet 4200 - Stays	Add duplex	2,245	
City Hall - 2nd Floor- Room 210A-IT	HP LaserJet 4200 - Stays	Micro Machine Moving from IT to Payroll	1,939	
Fleet Services - Garage	HP LaserJet 4200n - Stays	Add duplex	396	
City Hall-1st Floor- Room 110-Police Training	HP LaserJet 4200n - Stays	Add duplex	252	
City Hall - 4th Floor- Room 407 - Community Development	HP LaserJet 4200tn - Stays	Add duplex	979	
Main Library-2nd Floor- (N), Staff Reference- Mike's	HP LaserJet 4250 - Stays	Add duplex	910	
Main Library-1st Floor- Annex Office	HP LaserJet 4250 - Stays	Add NIC Card	1,076	
City Hall-1st Floor- Room 107a - Payroll	HP LaserJet 4250n - Stays	Add duplex	2,201	
City Hall - 3rd Floor- Room 332 - Don	HP LaserJet 5500c - Stays		237	484
Main Library-Ground Level- Community Services	HP LaserJet 5500c - Stays		314	1,107
Mt Royal Library- Computers	HP LaserJet CP4025 - Stays		223	188
NEW POLICE BUILDING- Room 103B - Police Family Crimes	HP LaserJet CP4025dn		266	-
City Hall - 2nd Floor- Room 210A-IT	HP LaserJet CP4025dn	Moving to Garfield	92	1,300
NEW POLICE BUILDING- Room 103B - Police Family Crimes	HP LaserJet P3015dn		1,819	
NEW POLICE BUILDING- Room 103B - Police Family Crimes	HP LaserJet P3015dn		2,902	
City Hall - 3rd Floor- Room 330 - Clerk	HP LaserJet P3015dn		1,342	
City Hall - 3rd Floor- Room 313 - HR	HP LaserJet P3015dn		419	
Main Library-2nd Floor- Reference	HP LaserJet P3015dn		578	
Main Library-2nd Floor- Reference	HP LaserJet P3015dn		1,198	
City Hall - 3rd Floor- Room 330 - Clerk	HP LaserJet P3015x		785	
Public Works & Utilities - Garfield Ave Room 163	HP LaserJet P4015dn	Envelope Feeder	1,421	
NEW POLICE BUILDING- Room 104F - Depute Chief	HP LaserJet P4015dn	Envelope Tray	1,269	
NEW POLICE BUILDING- Room 104 - Police Chief	HP LaserJet P4015dn		2,829	
NEW POLICE BUILDING- Room 103 - Traffic Office	HP LaserJet P4015dn		5,204	
City Hall - 4th Floor- Room 410 - Attorney Office	HP LaserJet P4015dn		3,565	
City Hall - 4th Floor- Room 410 - City Attorney's	HP LaserJet P4015dn	Envelope Tray	5,651	
City Hall - 4th Floor- Room 410 - City Attorney's	HP LaserJet P4015dn	Envelope Tray	2,911	
City Hall - 2nd Floor- Room 210-Building & Ground	HP LaserJet P4015dn		3,941	
Public Works & Utilities - Garfield Ave	HP LaserJet P4015x	Envelope Feeder, Extra Tray	6,914	

Mt Royal Library-	Stays		1,000	
Water Treatment	Replace with #164 City Hall 4 th Floor RM 402 Mayor's Office HP Color LJ CM3530		549	
Parks	Replace with #104 Parks Sharp MX3501			
City Hall-1st Floor- Room 108-Assessors	Replace with #126 City Hall 1 st Floor RM 107 Auditors Sharp MX4501C			
Police - DTA Substation - Downtown	Replace with #197 City Hall 2 nd Floor RM 210a IT- HP Color LaserJet CM3530		510	357
City Hall - 2nd Floor- Room 211-Engineering- Tom J.	Replace with #217 City Hall 2 nd Floor RM 211 Engineering- HP LaserJet 4250	Add duplex	250	
Main Library-1st Floor- Jane's Area	Replace with #223 City Hall 2 nd Floor RM 211 Engineering- Xerox WorkCentre 7120c	Finisher, 4 Trays		
Main Library-Ground Level- Tech Services	Replace with #232 Main Library Ground Level Carla Powers Office's- HP LaserJet 4100		758	
Main Library-1st Floor- Fictional Media Office	Replace with #264 Main Library 1 st Floor Computer Lab- HP Color LJ 4025		12	508
Public Works & Utilities - Garfield Ave Sandy Moss	Replace with #27 Public Works & Utilities RM 161 HP LJ 4250dn		2,463	
City Hall-1st Floor- Room 108-Assessors	Replace with HP LJ 4300 From # 77 Fleet Services Garage Upstairs		84	
City Hall - 4th Floor- Room 407 - Community Development	Sharp MX2600n - Stays			
City Hall - 3rd Floor- Room 313 - HR	Sharp MX4501 - Stays			
City Hall - 2nd Floor- Room 210-Workroom	Sharp MX5001 - Stays			
Fire Hall #1 - Life Safety- Ground floor-Office	Sharp MX5001 - Stays			
Main Library-Ground Level- Community Services	Stay NOT COVERED	Not Owned by City	-	
Public Works & Utilities - Garfield Ave Room 161-Jody	Stays- HP LJ CP1215		231	188
Public Works & Utilities - Garfield Ave Meter Mechanic Office	Stays- HP LJ CP1215		1	42
Michigan Street Architects Office Upper Floor	Stays Not Covered- HP Design Jet T2300			
Public Works & Utilities - Garfield Ave Sewer Utility	Stays Not Covered-HP DesignJet 500			
Fleet Services	Toshiba Estudio 3530 – Stays			
City Hall-1st Floor- Room 108-Assessors	Xerox 3030- Stays NOT COVERED			
City Hall - 3rd Floor- Room 330a - Copy Center	Xerox 4595 - Stays			
Police - DTA Substation - Downtown	Xerox WorkCentre 4118 – Stays			
Water Treatment	Xerox WorkCentre 5225 - Stays			
City Hall - 3rd Floor- Room 332 - Workforce Dev.	Xerox WorkCentre 5632 - Stays			
City Hall - 3rd Floor- Room 330 - Clerk	Xerox WorkCentre 7335 - Stays			
Police Station - City Center West	Xerox WorkCentre 7345 - Stays			

City Hall - 2nd Floor- Room 211-Engineering	Xerox WorkCentre 7665 - Stays			
MN DOT	Xerox WorkCentre Pro 128- Stays			

193,900 46,250